



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes MNSDB-DR

Introduction

This matter proceeded by way of an *ex parte* Direct Request Proceeding, pursuant to section 38.1 of the *Residential Tenancy Act* (the *Act*), and dealt with an Application for Dispute Resolution by the tenant for a Monetary Order for the return of the security deposit and the pet damage deposit (the deposits).

The tenant submitted a signed Proof of Service Tenant's Notice of Direct Request Proceeding which declares that on June 18, 2020, the tenant sent the landlord the Notice of Direct Request Proceeding by e-mail. The tenant provided a copy of an outgoing e-mail containing attachments of the supporting documents to confirm this service.

Issue(s) to be Decided

Is the tenant entitled to monetary compensation for the return of a security deposit and a pet damage deposit pursuant to sections 38 and 67 of the *Act*?

Analysis

In this type of matter, the tenant must prove they served the landlord with the Notice of Direct Request Proceeding with all the required inclusions as indicated on the Notice as per section 89 of the *Act*.

The Residential Tenancy Branch's Director's Order on e-mail service dated March 30, 2020 provides that a document required to be served in accordance with sections 88 and 89 of the *Act* may be sent by e-mail and is considered received if:

- The person acknowledges having received the e-mail;
- The person replies to the e-mail; or
- The sender and recipient e-mail addresses have been routinely used for tenancy matters.

On the Proof of Service of the Notice of Direct Request Proceeding, the tenant has indicated they sent the Notice of Direct Request Proceeding to the landlord by e-mail.

However, the tenant has not submitted a copy of an e-mail reply from the landlord or an acknowledgement from the landlord that they received the e-mail.

The tenant submitted a copy of a previous e-mail sent from the tenant's e-mail account, dated June 15, 2020, however I find the tenant has not submitted a copy of any e-mails from the landlord to confirm the landlord received the tenant's e-mail or that the landlord's e-mail account was used to send e-mails to the tenant.

For this reason, I find I cannot determine whether the e-mail addresses were routinely used for tenancy issues.

I find I am not able to determine whether the tenant's e-mail service can be considered received in accordance with the Director's Order and for this reason, the tenant's application for a Monetary Order for the return of the security deposit and the pet damage deposit is dismissed with leave to reapply.

Conclusion

I dismiss the tenant's application for a Monetary Order for the return of the security deposit and the pet damage deposit with leave to reapply.

This decision is made on authority delegated to me by the Director of the Residential Tenancy Branch under Section 9.1(1) of the *Residential Tenancy Act*.

Dated: July 06, 2020

Residential Tenancy Branch